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Director

State of California—Health and Human Services Agency
Department of Health Services



GRAY DAVIS
Governor

Message From
Child Health and Disability Prevention (CHDP) Program

NOTICE OF PRIVACY PRACTICES

Effective April 14, 2003

THIS NOTICE DESCRIBES HOW MEDICAL INFORMATION ABOUT YOU MAY BE USED AND DISCLOSED AND HOW YOU CAN GET ACCESS TO THIS INFORMATION. PLEASE REVIEW IT CAREFULLY.

The **CHDP Program** must keep your health information private. We get information when families apply for benefits, and when doctors, clinics and others send us a bill for care. CHDP must give you this Notice about the law and how we can use and share your health information and what your rights are.

HOW WE MAY USE AND SHARE INFORMATION

With the written consent of a parent, guardian, or minors living on their own, **CHDP** uses and shares private health information in running the **CHDP Program**. This information includes such things as the child's name, address, personal facts, health history, and health care given to the child.

We use this information and share it with others for the following reasons:

For treatment: The CHDP Program will share information with doctors, hospitals, schools, and others in order to get children the care they need.

- **For payment:** CHDP and others that work with us review, approve, and pay for health care bills sent to us for the child's care. When we do this, we share information with the doctors, clinics, and others who bill us for the child's care.

- **For health care operations:** CHDP may use the information in the child's health records to make sure your child and other children get quality CHDP health care.

SOME OTHER WAYS WE MAY SHARE INFORMATION

The CHDP Program **may** use or give out information we have about children in the program for the following reasons:

- To call or write children and families about their benefits under CHDP
- For legal cases, such as in response to a court order
- When required by law, such as reporting abuse or neglect, or workers' compensation
- In appeals of decisions about health care claims paid or denied by CHDP
- To the federal government when it is checking on how we are meeting privacy laws
- To gather information which can no longer be traced back to the child

We may give out health information to organizations that help us run our program, such as by paying bills. If we do, we will make sure that they protect the privacy of information we share with them.

Some state laws limit the sharing of information listed above. For example, there are special laws that protect information about HIV/AIDS status, mental health treatment, developmental disabilities, and drug and alcohol abuse care. We will obey these laws.

WHEN WRITTEN PERMISSION IS NEEDED

CHDP may use or share the child's information in limited ways. If we want to use childrens' health information in a way not listed above, we must get written permission from the parent, guardian or children living on their own. If you give permission, you may take it back in writing at any time.

NOTE

IF YOU ARE ON MEDI-CAL, THE LAW MAY NOT ALLOW SHARING SOME OF THE INFORMATION LISTED ABOVE. MEDI-CAL RULES SAY INFORMATION CAN ONLY BE USED OR SHARED FOR REASONS CONNECTED WITH THE OPERATION OF THE MEDI-CAL PROGRAM.

PRIVACY RIGHTS UNDER THE LAW

- You have the right to ask us not to use or share the child's personal health care information in the ways listed above. We may not be able to agree with your request.
- You have the right to ask us to contact you only in writing or at a different address, post office box, or telephone number. We will accept reasonable requests when necessary to protect your safety or the child's safety.
- The parent or guardian of a child and children living on their own have the right to see and get a copy of information the CHDP Program has about the child. CHDP has information about eligibility, information about bills sent to us for payment, and some health information that CHDP uses to pay for health assessments and to help children find more care when they need it. If you want a copy of the information CHDP has, you must ask for the information in writing from your local CHDP program. We may keep you from seeing all or parts of records for reasons allowed by law. If we do, we will give you information on how to appeal our decision.
- You have a right to have information in the child's records changed if information is missing or you believe the information is wrong. If the information you want to change did not come from CHDP, we may not be able to change it, but we will keep a copy of your request. You may write us and say you do not agree with our decision not to change the information in the child's records. CHDP will keep your statement on file.

******IMPORTANT******

CHDP DOES NOT HAVE COMPLETE COPIES OF HEALTH RECORDS. IF YOU WANT TO LOOK AT, GET A COPY OF, OR CHANGE A CHILD'S HEALTH RECORDS, PLEASE CONTACT THE CHILD'S DOCTOR, CLINIC, OR HEALTH PLAN.

- You have the right to request a list of the times when we have given out the child's health information after April 14, 2003. The list will tell you with whom we shared information, when, for what reason, and what information was shared. The list will not include when we gave information to the child or to the child's representative, or with your permission, or shared it for treatment, payment, or health care operations.
- You have a right to get a paper copy of this Notice of Privacy Practices when you ask for it. You can also find this Notice on our website at:

<http://www.dhs.ca.gov/chdp>

HOW YOU CAN CONTACT US TO USE YOUR RIGHTS

If you want to use any of the privacy rights explained in this Notice, please call or write the CHDP program in the county you live in. The addresses and phone numbers of CHDP programs are listed at the end of this Notice of Privacy Practices.

TO COMPLAIN

If you believe that CHDP has not protected your privacy or your child's privacy rights, and wish to complain, please call or write us at:

<p>Privacy Officer CA Department of Health Services P.O. Box 942732 Sacramento, CA 94234-7320 (916) 255-5259 or (877) 735-2929 TTY/TDD</p>

You may file a complaint by calling or writing the **Privacy Officer**, CA Department of Health Services, at the address and telephone number above. You may also contact the Secretary of the U.S. Department of Health and Human Services by writing or calling the Office for Civil Rights, 50 United Nations Plaza, Room 322, San Francisco, CA 94102, telephone (800) 368-1019, or (800) 537-7697 TTY/TDD. Or, you may call the U.S. Office for Civil Rights at 866-OCR-PRIV (866-627-7748) or 866-788-4989 TTY/TDD. Send complaints by e-mail to: OCRComplaint@hhs.gov.

CHDP cannot take away your child's health care benefits or do anything to hurt you in any way if you choose to file a complaint or use any of the privacy rights in this Notice.

If you have any questions about this Notice, and want more information, please contact the Privacy Officer, California Department of Health Services, at the address and phone number above.

CHANGES TO NOTICE OF PRIVACY PRACTICES

CHDP must obey this Notice starting from April 14, 2003. We have the right to change our privacy practices. If we make any changes, we will rewrite this Notice and give it to you right away.

To get a copy of this notice in other languages, Braille, large print, audiocassette or computer disk, please call or write the Privacy Officer at the number or address on page 4.

إذا رغبت في الحصول على معلومات بخصوص حقوقك الخصوصية طبقاً لبرنامج CHDP برجاء الاتصال بـ
(Arabic) (916) 255-5259

Եթե ձեր խորհրդապահության իրավունքների մասին ըստ CHDP Program
ծրագրին՝ տեղեկություններ կցանկանաք, խնդրվում է կապ հաստատել
(916) 255-5259 հեռախոսահամարով: (Armenian)

如果你需要得到 CHDP 項目中有關你個人隱私權利的資訊，請致電
(916) 255-5259。(廣東話) (Cantonese)

اگر در مورد حقوق محرمانه بودن خود تحت برنامه CHDP Program سوالی داشته باشید، لطفاً با شماره تلفن
(916) 255-5259 تماس بگیرید. (Farsi)

Yog koj xav paub txog koj txoj cai hais txog yus tus kheej *privacy rights* nyob rau
hauv CHDP Program, thov hu rau (916) 255-5259. (Hmong)

ប្រសិនបើលោកអ្នកចង់ទទួលបានព័ត៌មានអំពីសិទ្ធិនៃឯកត្តភាពរបស់អ្នកចំពោះកម្មវិធី CHDP, សូមមេត្តាហៅទៅលេខ
(916) 255-5259. (Khmer/Cambodian)

CHDP 프로그램에 적용되는 개인 정보 보호권에 관한 정보를 원하시면
(916) 255-5259 로 전화 주십시오. (Korean)

要是您希望获取 CHDP 项目中有关您个人隐私权利的资料，请致电
(916) 255-5259。(Mandarin)

Если Вы хотите получить информацию о Ваших правах на неприкосновенность частной жизни в рамках Программы детского здоровья и профилактики инвалидности (CHDP Program), звоните по телефону
(916) 255-5259. (Russian)

Kung nais ninyo ng impormasyon tungkol sa inyong mga karapatan sa kalihiman
alinsunod sa Programa ng CHDP, mangyaring tumawag sa (916) 255-5259.
(Tagalog)

Nếu quý vị muốn có thông tin về quyền riêng tư của mình theo Chương Trình CHDP,
xin gọi số (916) 255-5259. (Vietnamese)

LOCAL CHDP PROGRAM CONTACT INFORMATION

Location	Mailing Address	City and Zip Code	Telephone
Alameda	1850 Fairway Drive	San Leandro, CA 94577-9579	510-618-2070
Alpine	75-B Diamond Valley Road	Markleeville, CA 96120	530-694-2146
Amador	1003 Broadway, Suite 101	Jackson, CA 95642	209-223-6669
Berkeley	2344 Sixth Street	Berkeley, CA 94710-3500	510-981-5300
Butte	202 Mira Loma Drive	Oroville, CA 95965-9713	530-538-6222
Calaveras	891 Mountain Ranch Road	San Andreas, CA 95249-2951	209-754-6460
Colusa	251 East Webster Street	Colusa, CA 95932-4629	530-458-0380
Contra Costa	595 Center Ave., Suite 310	Martinez, CA 94553-9988	925-313-6150
Del Norte	880 Northcrest Drive	Crescent City, CA 95531-4543	707-464-3191
El Dorado	929 Spring Street	Placerville, CA 95667-1867	530-621-6110
Fresno	P.O. Box 11867	Fresno, CA 93775-2694	559-445-3281
Glenn	240 North Villa Ave.	Willows, CA 95988-425	530-934-6588
Humboldt	317 Second Street	Eureka, CA 95501-2396	707-445-6210
Imperial	935 Broadway	El Centro, CA 92243	760-482-4446
Inyo	P.O. Box Drawer H	Independence, CA 93526-3302	760-878-0241
Kern	1800 Mount Vernon Ave. Second Floor	Bakersfield, CA 93306-4375	661-868-0305
Kings	330 Campus Drive	Hanford, CA 93230-9739	559-584-1401
Lake	922 Bevins Court	Lakeport, CA 95453-3146	707-263-1090
Lassen	1445 B Paul Bunyan Road	Susanville, CA 96130-1765	530-251-8183
Long Beach	2525 Grand Ave.	Long Beach, CA 90815-2849	562-570-4221
Los Angeles	9320 Telstar Ave., Suite 226	El Monte, CA 91731	800-288-4584
Madera	14215 Road 28	Madera, CA 93638	559-675-7893
Marin	555 Northgate Drive, Suite B	San Rafael, CA 94903	415-499-7397
Mariposa	P.O. Box 5	Mariposa, CA 95338-8333	209-966-3689
Mendocino	1120 South Dora Street	Ukiah, CA 95482-6216	707-472-2600
Merced	260 East 15th Street	Merced, CA 95340	209-381-1114
Modoc	441 North Main Street	Alturas, CA 96101	530-233-6311
Mono	P.O. Box 3329	Mammoth Lakes, CA 93546-3195	760-924-1830
Monterey	1441 Constitution Blvd., Building 400 Suite 200	Salinas, CA 93906-3721	831-755-5550
Napa	2261 Elm Street, Building G	Napa, CA 94559-2399	707-253-4316
Nevada	10433 Willow Valley Road, Suite B	Nevada City, CA 95959	530-265-1450
Orange	P.O. Box 6099	Santa Ana, CA 92706	714-834-7700
Pasadena	1845 North Fair Oaks Ave. Room 2137	Pasadena, CA 91103	626-744-6015
Placer	379 Nevada Street	Auburn, CA 95603	530-886-3620
Plumas	P.O. Box 3140	Quincy, CA 95971-7600	530-283-6330
Riverside	P.O. Box 7600	Riverside, CA 92513-2558	909-358-5481
Sacramento	9333 Tech Center Drive, Suite 800	Sacramento, CA 95826-3801	916-875-7151
San Benito	439 Fourth Street	Hollister, CA 95023	831-637-5367

Location	Mailing Address	City and Zip Code	Telephone
San Bernardino	351 North Mountain View, Room 305	San Bernardino, CA 92415-5222	909-387-6499
San Diego	P.O. Box 85222	San Diego, CA 92186-6082	619-692-8808
San Francisco	30 Van Ness Ave., Suite 210	San Francisco, CA 94102-6657	415-575-5700
San Joaquin	2233 Grand Canal Blvd., Suite 212	Stockton, CA 95207-1489	209-953-3644
San Luis Obispo	P.O. Box 1489	San Luis Obispo, CA 93406-4324	805-781-5502
San Mateo	225 37th Ave.	San Mateo, CA 94403	650-573-2877
Santa Barbara	1111 Chapala Street, Suite 200	Santa Barbara, CA 93101-2603	805-681-5360
Santa Clara	770 South Bascom Ave.	San Jose, CA 95128	408-494-7800
Santa Cruz	P.O. Box 962	Santa Cruz, CA 95061-4297	831-763-8935
Shasta	2650 Breslauer Way	Redding, CA 96001	530-225-5122
Sierra	P.O. Box 7	Loyalton, CA 96118-3321	530-993-6700
Siskiyou	806 South Main Street	Yreka, CA 96097-4090	530-841-4064
Solano	275 Beck Ave., MS 5-230	Fairfield, CA 94533-4428	707-784-8670
Sonoma	625 Fifth Street	Santa Rosa, CA 95404-6131	707-565-4460
Stanislaus	820 Scenic Drive	Modesto, CA 95350-1510	209-558-8860
Sutter	P.O. Box 1510	Yuba City, CA 95992	530-822-7215
Tehama	P.O. Box 400	Red Bluff, CA 96080-1470	530-527-6824
Trinity	P.O. Box 1470	Weaverville, CA 96093-4019	530-623-1456
Tulare	115 East Tulare Ave.	Tulare, CA 93274-5939	559-685-2533
Tuolumne	20111 Cedar Road North	Sonora, CA 95370	209-533-7404
Ventura	2323 Knoll Drive	Ventura, CA 93003-2613	805-677-5261
Yolo	170 West Beamer Street, Suite 100	Woodland, CA 95695	530-666-8249
Yuba	6000 Lindhurst Ave., Suite 601-B	Marysville, CA 95901	530-741-6366